N.C. Department of Cultural Resources

Information Technology Plan

For 2014-2016 Biennium

By

Keith Werner, NCDCR

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Contents

1 INTRODUCTION

1.1 PURPOSE

The purpose of this document is to provide agency data for the Information Technology Plan for the 2014-2016 Biennium to the North Carolina State Chief Information Officer (SCIO) as required by G.S. 147-33.72B. The statute mandates that each agency submit a technology plan to the SCIO by October 1 of each even-numbered year. The State Information Technology Plan (Plan) is required to cover a five-year time period. To properly inform the Plan, agency plans are also required to cover a five-year time period.

1.2 ROADMAP

Goal	Objective	Initiative	Description	Funding Mechanism*
Expand educational resources available in North Carolina through access to State's cultural programs and services (innovative, interactive, inspirational).	Expand Access to DCR Programs / Services	Deploy Intranet and Internet content management environment (CME)	True content management allows for DCR staff to add, edit, and update content on demand without the need of technical staff. This streamlines information transmission and ensures customers get the most accurate and updated information	Appropriations

Goal	Objective	Initiative	Description	Funding Mechanism*
Expand educational resources available in North Carolina through access to State's cultural programs and services (innovative, interactive, inspirational).	Expand Access to DCR Programs / Services	Deploy a mature enterprise architecture (EA)	Mature EA improves strategic management of DCR's investment in IT and can indicate higher performance capabilities of an IT organization.	Appropriations
Preserve and protect North Carolina's cultural resources in an efficient manner.	Improve IT Infrastructure	Upgrade connectivity (including wireless) and aging telephone systems	Increased connectivity, particularly wireless is expected to enhance NCDCR's ability to preserve, protect and showcase North Carolina's cultural resources. Additionally, new digital phone systems across the department mean more reliable and efficient communications. As part of a multi-year strategy, continue to upgrade aging telephone systems at remote locations.	Appropriations

Goal	Objective	Initiative	Description	Funding Mechanism*
Preserve and protect North Carolina's cultural resources in an efficient manner.	Improve IT Infrastructure	Devise new storage growth plan for general use and archive storage	Being able to predict data storage growth is a crucial part of storage capacity planning. This will lead to a more efficient use of storage which translates in lower storage costs for the department.	Appropriations
Preserve and protect North Carolina's cultural resources in an efficient manner.	Streamline Business Operations	Complete manage printing service (MPS) project	MPS will replace DCR's predominant practice of desktop or personally assigned printing. MPS instead will utilize the local network to provide printing services for user groups. The project also includes bundling service support contracts into one master contract to cover all workgroup printers thus reducing the overall support cost related to several independent service contracts.	Appropriations

Goal	Objective	Initiative	Description	Funding Mechanism*
Preserve and protect North Carolina's cultural resources in an efficient manner.	Streamline Business Operations	Standardize online and onsite POS systems	A standardized POS environment will reduce operation and service costs, while improving security and PCI compliance requirements.	Appropriations
Improve Customer Service and Collaboration	Improve Customer Service Support	Deploy internal application development SLA process	Internal application development and support SLAs for a service developed and supported by DCRIT clarifies project scopes, post support limitations and reduces impractical expectations.	Appropriations

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* Funding mechanism is still to be identified.

3 NCDCR IT PLAN EXECUTIVE SUMMARY

The DCR 2014-2016 strategic IT plan outlines a two-year roadmap for implementing DCR's information technology initiatives, plus it links the strategic vision, goals, and objectives of DCRIT to those of the department and the State to ensure that DCRIT meets or exceeds agency business requirements, both now and in the future. Additionally, this plan supports DCR's efforts to comply with statewide initiatives, including statewide website unification, IT Consolidation, as well as lines of business and other initiatives and requirements.

This is a living document and may yet contain additional changes based on budgetary requirements and/or legislative mandates.

The strategies, goals, and objectives identified in this document form the foundation to document specific IT programs and activities to be established or expanded. Goals and objectives are supported by using a business model that utilizes performance objectives, outcome measures, and indicators to judge the effectiveness and efficiency of DCRIT's efforts.

4 GUIDANCE

## 4.1 SCIO GUIDANCE

IT Vision

Making government services more accessible and efficient for all consumers is the foundation of the One IT strategy.

IT Mission

Promoting a stronger North Carolina that connects citizens, businesses, education, and government is the mission of IT.

IT Strategies

Strategies focus organizations to achieve complicated goals or objectives. With an eye to the future while sustaining current foundational requirements, the SCIO has adopted the "ABC" strategy to fix and modernize IT.
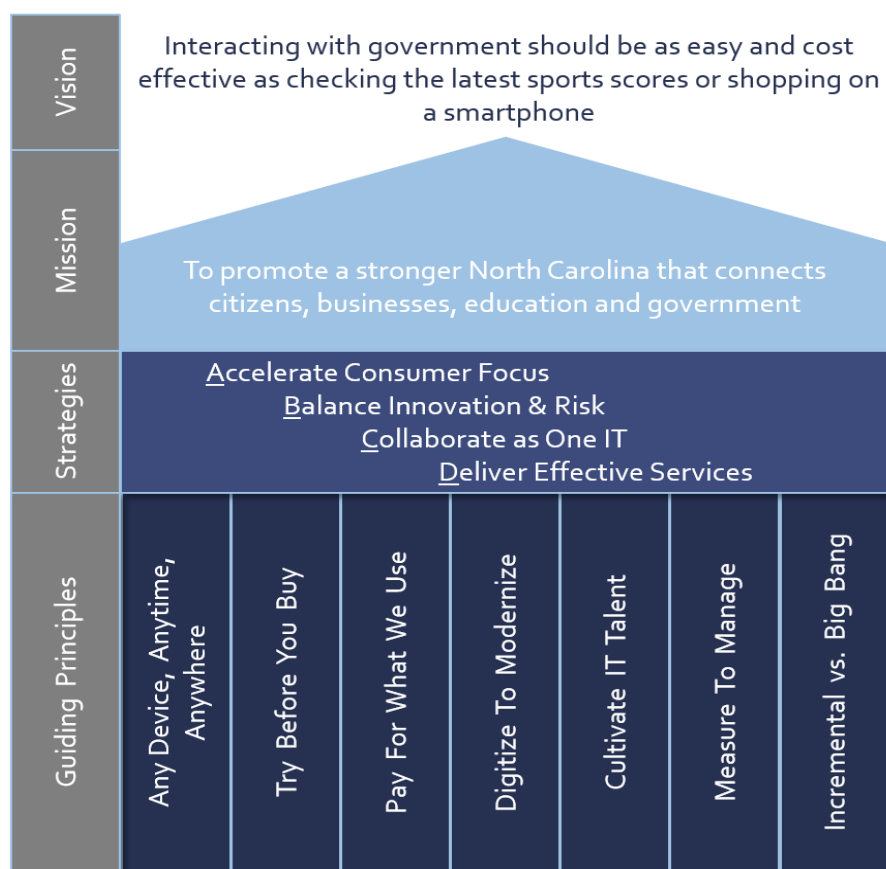
IT Vision, Mission, and Strategies

	Strategy	Intended to:
A.	Accelerate Consumer Focus	Embrace the consumerization of IT with a focus on the requirements of the consumer of technology
B.	Balance Innovation and Risk	Try newer technologies while managing enterprise risk
C.	Collaborate as One IT	Work as a team to accomplish our mission
D.	Deliver Effective Operations	Focus on achieving business outcomes through effective and efficient technology delivery

In addition to the seven guiding principles outlined above, the SCIO's Cabinet Unite IT Strategy focuses strongly on collaborative IT governance, big data and analytics (to include, but not limited to, work with GDAC and GIS), IT operations, and innovation.

The table below outlines the six IT business capabilities and five IT organizational capabilities highlighted in the Cabinet Unite IT Strategy.

Business Capabilities	Organizational Capabilities
Digital Focus	Collaborative IT Governance
Big Data and Analytics	Strategic Planning and Architecture
Enterprise Resource Planning	IT Program and Project Management
Application and Service Modernization	Innovation
Risk Management and Security	Talent Development and Management
IT Operations	

Please consider these areas, along with the seven guiding principles and your agency-specific goals and objectives when creating agency IT goals and objectives.

5 NCDCR VISION, MISSION, VALUES AND GOALS

5.1 VISION

Our vision is to be the leader in using the state's cultural resources to build the social, cultural, educational and economic future of North Carolina.

Mission

Our mission is to enrich lives and communities, creating opportunities to experience excellence in the arts, history, and libraries in North Carolina that will spark creativity, stimulate learning, preserve the state's history, and promote the creative economy.

5.2 VALUES

(1) enhanced education

(2) a vibrant and growing economy

(3) efficiency and effectiveness

(4) customer-service focus

(5) collaborative culture

5.3 AGENCY GOALS

1) Expand educational resources available in North Carolina through access to State's cultural programs and services (innovative, interactive, inspirational).

2) Enhance business development and fundraising efforts with private, public, and intergovernmental partnerships to increase overall awareness and availability of the Cultural Resources.

3) Improve Customer Service and Collaboration.

4) Preserve and protect North Carolina's cultural resources in an efficient manner.

6 NCDCR IT Vision, Mission, and Values

6.1 IT Vision

A technology environment focused on efficient and effective customer-centric services that provides collaborative stewardship among the citizens and the business community.

6.2 IT Values

Accountability –Responsible for our decisions and reliable in producing results.

Transparency – We use the expectations of our customers and partners as the focal point for communicating, educating setting priorities, developing programs and executing our business processes and services.

Leadership: Serving as a Departmental model for One IT.

Commitment – Meet the department's mission and vision and the needs of our customers.

Respect – Treat everyone with dignity and provide consistent services to each other and our customers.

Quality – Effectively and efficiently provide services and products that serve the department's mission.

Collaboration – We are a valued and integral member of the team of departments that comprise North Carolina state government.

6.3 IT Mission

To foster an environment of support, collaboration, reliable technical service, customer satisfaction, productivity, efficiency, and transparency to the Department, Business and Citizens.

7 NCDCR IT GOALS, OBJECTIVES AND INITIATIVES

Statement of DCR IT Goals:

1) Expand Access to Programs / Services

2) Improve IT Infrastructure

3) Streamline business operations

4) Improve customer service support

7.1 EXPAND ACCESS TO DCR PROGRAMS / SERVICES

Objective

The development of IT solutions to expand access to DCR programs and services technology must be deployed to encourage an increase in citizen interactions. The IT office's strategy is to empower division service owners by deploying dynamic technologies that offer simple yet dynamic interfaces that require less front-end technical support. The benefits associated with this strategy are:

• Promote DCR's presence via an enterprise Web model

• Better access to information via consistent content management environment(s)

7.1.1.1 Initiative 1 - Deploy Intranet and Internet content management environment (CME)

True content management allows for DCR staff to add, edit, and update content on demand without the need of technical staff.   This streamlines information transmission and ensures customers get the most accurate and updated information

7.2 IMPROVE IT INFRASTRUCTURE

Objective

The development of IT solutions to improve DCR's infrastructure through a continued partnership with ITS.   The benefits associated with this strategy are:

• Staff and citizens are well placed to share information and communicate efficiently

• Greater degree of information sharing can make business more efficient for the agency

• Staff are better equipped to share information and services with citizens upon demand

7.2.1.1 Initiative 1 - Deploy a mature enterprise architecture (EA)

Mature EA improves strategic management of DCR's investment in IT and can indicate higher performance capabilities of an IT organization.

7.2.1.2 Initiative 2 - Upgrade connectivity (including wireless) and aging telephone systems

Increased connectivity, particularly wireless is expected to enhance NCDCR's ability to preserve, protect and showcase North Carolina's cultural resources.   Additionally, new digital phone systems across the department mean more reliable and efficient communications.   As part of a multi-year strategy, continue to upgrade aging telephone systems at remote locations.

7.2.1.3 Initiative 3 - Devise new storage growth plan for general use and archive storage

Being able to predict data storage growth is a crucial part of storage capacity planning. This will lead to a more efficient use of storage which translates in lower storage costs for the department.

7.3 STREAMLINE BUSINESS OPERATIONS

Objective

Develop IT solutions to streamline business operations by reducing redundancy and waste. The IT office's strategy is to empower division service owners by identifying areas where operations can be made more efficient with the use of technology.   The benefits associated with this strategy are:

• Lower cost of operation

• Increased productivity

7.3.1.1 Initiative 1 - Complete manage printing service (MPS) project

MPS will replace DCR's predominant practice of desktop or personally assigned printing.   MPS instead will utilize the local network to provide printing services for user groups.   The project also includes bundling service support contracts into one master contract to cover all workgroup printers thus reducing the overall support cost related to several independent service contracts.

7.3.1.2 Initiative 2 - Standardize online and onsite POS systems

A standardized POS environment will reduce operation and service costs, while improving security and PCI compliance requirements.

7.4 IMPROVE CUSTOMER SERVICE SUPPORT

Objective

Foster partnerships and collaborations by working closer with division business owners. The information technology initiatives supporting this strategy are focused on delivering the following benefits.
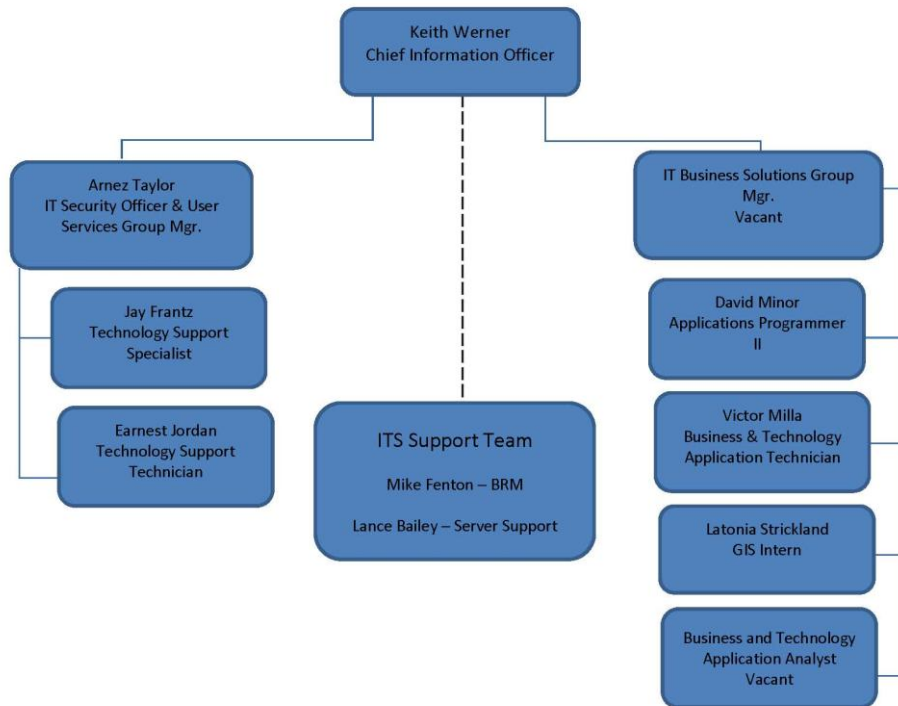
- Reduce risk of deploying technology inconsistent with the agency's goals

- Reduce cost of operation and deployment time of a technology solution

- Stronger post deployment support

- Reduced duplication of solutions deployed

7.4.1.1 Initiative 2 - Deploy internal application development SLA process

Internal application development and support SLAs for a service developed and supported by DCRIT clarifies project scopes, post support limitations and reduces impractical expectations.

8 NCDCR IT ORGANIZATIONAL STRUCTURE (REPORTING STRUCTURE)

DCRIT Organization Structure

Keith Werner
Chief Information Officer

Arnez Taylor
IT Security Officer & User Services Group Mgr.

Jay Frantz
Technology Support Specialist

Earnest Jordan
Technology Support Technician

ITS Support Team

Mike Fenton – BRM

Lance Bailey – Server Support

IT Business Solutions Group Mgr.
Vacant

David Minor
Applications Programmer II

Victor Milla
Business & Technology Application Technician

Latonia Strickland
GIS Intern

Business and Technology Application Analyst
Vacant

9 ADDITIONAL AGENCY REQUIREMENTS

9.1 INNOVATIVE FUNDING SOLUTIONS

Currently, NCDCR IT is pursuing a potential collaborative project with NCDCR and the Innovation Center.   This project may allow for an innovative funding solution.   The project is projected to increase revenue.   This increase in revenue may allow some revenue sharing.   Additional research is necessary to ensure this type of innovative funding solution is a possibility.

9.2 OPPORTUNITIES FOR STATEWIDE INITIATIVES

NCDCR IT is participating with the statewide unified look and feel initiative.   Additionally, NCDCR IT is working towards migrating to the newly selected Enterprise Content Management system.   This statewide opportunity benefits several agencies including NCDCR.   NCDCR IT will continue to leverage the Innovation Center allowing our agency to make sound technology decisions.

Appendix A: List of Major IT Projects

This purpose of this section is to provide list of major IT projects and applications (>$250,000) that are in progress or planned in this biennium. The table below maps each project to overall goals and strategies.

- At this time, there are no project or applications exceeding $250,000.

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